



Minutes of the VPL Board Regular Meeting held on Wednesday, May 27, 2020 at 5:30 p.m. via video conference.

Present:	Jennifer Chan	—	Chair
	Kurt Heinrich		
	Rebecca Jules		
	Kevin Lowe		
	Stuart Mackinnon	—	Vancouver Park Board Commissioner
	Raji Mangat	—	Vice Chair
	Barbara Parrott	—	Vancouver School Board Trustee
	Harlan Pruden		
	John Schaub		
	Rhonda Sherwood	—	Vice Chair
	Abeer Yusuf		
Absent:	Zahra Hussein		
	Clr. Christine Boyle	—	Vancouver City Councillor
Management			
Present:	Christina de Castell	—	Chief Librarian
	Kay Cahill	—	Director, Collections & Technology
	Julie Iannacone	—	Director, Neighbourhood & Youth Services
	Dawn Ibey	—	Director, Library Experience
	Julia Morrison	—	Director, Corporate Services & Facilities
	Carol Nelson	—	Director, Planning & Communications
	Balwinder Rai	—	Director, Human Resources
Staff:	Leigh Anne Palmer	—	Manager, Digital Services
Guests:	Kari Scott-Whyte	—	President, CUPE Local 391
	Jenny Marsh	—	Executive Director, VPL Foundation
	Jennifer Clarke	—	Chair, VPL Foundation
	Darius Maze	—	Incoming President, Friends of VPL
	Ann True	—	President, Friends of VPL
	Eric Smith	—	Member of the Public
Recording			
Secretary:	Chrysalyn Tolentino	—	Executive Assistant

Board Chair Chan acknowledged that our work takes place on the unceded homelands of the Musqueam, Squamish and Tsleil-Waututh Nations. She noted the 25th year anniversary of the Central Library building. She also thanked all Board members for their emails and calls to their Council liaisons sharing the vital role the library plays in this challenging time and the importance of supporting our staff and patrons. She also acknowledged and thanked Ann True, for this will be her last Board meeting in her role as President of Friends.

ADMINISTRATION

1. Approval of the Agenda

Moved by Harlan Pruden and seconded by Raji Mangat

THAT the Board approve the regular meeting agenda as received.

CARRIED UNANIMOUSLY

2. Minutes

The draft minutes of the Regular Meeting held April 22, 2020 were presented to the Board for approval.

Moved by Rhonda Sherwood and seconded by Abeer Yusuf

THAT the draft minutes of the Regular Meeting held April 22, 2020 be approved as amended.

CARRIED UNANIMOUSLY

REQUEST FOR INFORMATION

➤ CUPE Local 391

Kari Scott-Whyte, President of CUPE 391, reported that the Union will hold its Annual General Meeting on May 31st and will be conducting electronic voting for a number of positions. Kari reported that most full time members' wage protection ended on May 2nd, some drew down their vacation entitlements and many have applied for CERB. They have met with all parties on the Workforce Adjustment Measures Framework LOU, discussing interpretation on language, recall and redeployment as well as issues not originally contemplated. She summarized the results of a staff survey for Board information. Kari noted that they continue to work with the employer on recovery and safety planning, however, they continue to have concerns around process and communication and resources. They recognize that there are financial constraints impacting VPL and they will continue to advocate for the full return of all their members. Trustee Pruden sought

clarification about gathering of demographics, such as race and representation of marginalized groups, in the Union's survey.

➤ **Friends of VPL**

Ann True, outgoing President of the Friends of VPL, reported that their Annual General Meeting will be held on June 20 and introduced Darius Maze as the incoming President. Darius commented that he is appreciative of Ann's work for the Friends of VPL and is looking forward to be a regular attendee at Library Board meetings. He thanked Trustee Kevin Lowe as the Trustee Liaison to the Friends. Ann reported that the Book'mark store is preparing to reopen and is sourcing masks and hand sanitizer for their many volunteers who are mostly seniors. The book sale was cancelled and they are looking at various online book resellers and for volunteers to prepare books to sell. Board Chair thanked Ann for her dedication and support to VPL.

➤ **VPL Foundation**

Jenny Marsh, Executive Director of the VPL Foundation reported that their fiscal year will end in June and they will end this year in a strong position. They are keeping a close eye on their financials for next year due to COVID-19. The VPL Foundation has conducted two campaigns and will roll out different formats in the next couple of months. Their focus right now is for staff and Board to collaborate to determine their objectives for the coming year.

➤ **Trustee Roundtable**

Board Chair Jennifer Chan had a video meeting with a prospective trustee to answer questions on how to apply to become a board member and what being a board member entails. She also met with Clr. Christine Boyle and the Chief Librarian on May 14 to discuss library services.

Trustee Rebecca Jules sent an email to her council liaison Clr. Adriane Carr regarding funding support for the resumption of library services.

ITEM FOR INFORMATION

3. COVID-19 Update (Verbal)

Chief Librarian Christina de Castell acknowledged the Friends of VPL for their donation to the Library this year which will fund the Writer-in-Residence, Muzzy and digital collections. They had also allocated funds for the 2020 Writing and Book Camp, but this funding will need to be reallocated since the Book camp has been cancelled this year due to the pandemic. Christina thanked Trustees for all the work they have done in reaching out to their Council liaisons, and the impact this had.. She acknowledged that the Union and

employer are working closely on their shared goal of restarting library services safely and we are all looking forward to recalling staff as we prepare to reopen our facilities.

Christina shared the following:

- Digital collections, services, and programs continue to be extremely well used, with an average of 1,000 patrons for our live Storytimes and more than 30,000 views of the recordings.
- We recently launched Kanopy digital movie streaming, long awaited and greatly appreciated at this time while so many are relying on digital content.
- Staff has been working on the restart plan and have been collaborating with colleagues across the province to develop and formulate health and safety guidelines.
- VPL opened a computer lab at Central Library on the Lower Level on May 25th, equipped with eight computer stations set 2.5 meters apart. A community librarian is part of the service and is contacting partners advising them of this alternative service.
- Takeout service will be launched in early June, available at Central Library plus four branches, with each location offering service one day per week.
- We are planning to begin our phased opening of Central and 4-5 branches offering limited services in July.
- We are also conducting staff survey that complements the survey by CUPE 391, with ours focusing on staff contributing priorities for service restoration. We have received 350 responses to-date.
- Christina is continuing to conduct weekly video calls with staff using chat for Q&A, to provide staff with updates. Christina will talk to staff tomorrow about the restart plan.

Carol Nelson, Director of Planning & Communications, provided a verbal summary of the public survey and noted that we have received almost 6,800 responses to-date. The results underscore that people are very interested in regaining library services.

Trustee Pruden identified that he can assist in reaching Indigenous patrons in future through a community network. Trustees asked questions about quarantining materials, use of personal protective equipment and other safety approaches to protect staff and the public.

4. Monthly Report – Patron Usage Statistics

Carol Nelson, Director of Planning & Communications, presented a report that summarizes usage prior to and following suspension of service, illustrating the transition to purely

digital services. This report format will temporarily replace the usual quarterly report. Trustees commented on the noticeable shift to digital services and the potential for a permanent shift to digital among some patrons even after the pandemic ends. Staff will be monitoring this closely and planning accordingly for 2021.

Moved by Rhonda Sherwood and seconded by Abeer Yusuf

THAT the Board receive the report for information

CARRIED UNANIMOUSLY

5. Safety Protocols for VPL Service Recovery

Balwinder Rai, Director of Human Resources, presented a report on the planning to ensure employee safety with reopening. This includes changes to physical layout, work flow, and work processes that are designed to ensure safe operating environments as we resume public service. Board Chair Chan asked about measures in place to reinforce physical distancing. Chief Librarian de Castell added that among current alternative services, this is an issue in the Computer Lab and staff have procedures in place. We are taking a cautious approach at the launch of each new service, and this includes an initial security presence. Trustee Lowe asked about safety protocols for patrons who are symptomatic. Christina responded that we will have signage posted not to enter, and patrons will be asked to leave immediately if they are deemed sick. In this situation, staff will take the equipment out of service and it will not be available until it is cleaned thoroughly.

Moved by Stuart Mackinnon and seconded by Rhonda Sherwood

THAT the Board receive the report for information

CARRIED UNANIMOUSLY

6. Correspondence (Verbal)

Chief Librarian de Castell identified that correspondence was received from the City Manager informing the Board that the City has formed a restart group to coordinate the re-opening of public facilities across the city. The process will take place in the coming weeks. The City Manager acknowledged the intention of the Library to follow a phased re-opening plan, beginning with the computer lab and takeout service, followed by the opening of a small number of branches across the city. The City is looking forward to hearing about VPL's plans for phased reopening following approval by the Library Board. Trustees sought clarification on the budget impacts, revenue shortfall and expense reductions across other city departments, and the Chief Librarian answered questions based on reports presented to City Council

ADJOURN

Moved by Harlan Pruden and seconded by Abeer Yusuf

There being no further business, the Chair declared the meeting adjourned at 7:00 p.m. and moved to in-camera as per Board Procedure Policy 7(o)(x) *Negotiations and related discussions respecting the proposed provision of an activity, work or facility that are at their preliminary stages and that, in the view of the Board, could reasonably be expected to harm the interests of the Library if they were held in public.*

Jennifer Chan, Chair

Christina de Castell, Secretary